

DISABILITY AWARENESS AND ETIQUETTE

Presented By:

Lori Carlson-Business Relations Representative PHR SHRM-CP

Frances Robinson-Regional Specialist for Employment Services: Western Region

EXCERPTS TAKEN FROM WINDMILLS, 10 COMMANDMENTS OF COMMUNICATING AND
WORKING WITH PEOPLE WITH DISABILITIES

WINDMILL DIVERSITY TRAINING, FRIENDS OF CALIFORNIANS WITH DISABILITIES

DISABILITY IS NATURAL, KATHIE SNOW

DISCLAIMER

Vocational Rehabilitation:

- is NOT an enforcing agency (ADA/EEOC)
- does NOT provide legal advice

Vocational Rehabilitation OFFERS disAbility Education and Awareness Training

SCOPE OF PRESENTATION

- Disability definition / what a disability isn't
- Disability etiquette / person centered language
- Common misconceptions
- Interviewing persons with disabilities
- Assistive Technology

DID YOU KNOW.....

- Most people are not born with a disAbility, but acquire one through accident or illness
- Person's with a disAbility will typically interview 10 times more, than a person without a disAbility, before an offer is made
- 40% of employees with disAbilities report that they have encountered job discrimination
- In 2018, Vocational Rehabilitation successfully placed 5,122 in competitive employment.

DISABILITY DEFINITION

An individual with a **disAbility** is **defined** by the **ADA** as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.

DISABILITY ETIQUETTE

SAY: PERSON WITH A DISABILITY INSTEAD OF: HANDICAPPED OR DISABLED

- Focus on the person and their abilities, NOT the disability
- If you offer assistance, wait until the offer is accepted, then listen or ask for instructions
- Persons with disAbilities typically do not seek admiration or applause for overcoming obstacles
- Address people with disabilities by their first names only when extending the same familiarity to all others.
- Use Person Centered Language

SAY: PERSON OF SHORT STATURE INSTEAD OF: MIDGET OR DWARF

- Some people prefer the term Little Person
- Treat adults as adults, NOT as children
- Be intentional about communicating or providing services at eye level

SAY: A PERSON WHO IS DEAF OR HARD OF HEARING
INSTEAD OF: THE DEAF OR DEAF AND DUMB

- Speak directly to the person; look at them as you speak, NOT the interpreter or companion
- Tap the person on the shoulder or wave your hand to get their attention
- Look directly at the person and speak clearly, slowly and expressively to establish if the person can read your lips.
- Never shout at a person, speak in a normal tone.

SAY: PERSON WHO USES A WHEELCHAIR
INSTEAD OF: CONFINED OR BOUND TO A WHEELCHAIR

- Do not lean against or hang on someone's wheelchair; people with disabilities treat their chairs as an extension of their body
- Never patronize people in wheelchairs by patting them on the head or shoulder.
- Place yourself at eye level when speaking with someone in a wheelchair

SAY: PERSON WITH A PHYSICAL DISABILITY INSTEAD OF: HE/SHE IS CRIPPLED OR DEFORMED

- Acknowledge the Person
- Offer to shake hands when introduced
- If you offer assistance, wait until the offer is accepted, then listen or ask for instructions
- Be respectful
- Remember, people with a DisAbility may complete tasks differently

SAY: PERSON WHO IS BLIND OR VISUALLY IMPAIRED
INSTEAD OF: THE BLIND

- Always identify yourself when entering and exiting a room
- When in a group, remember to identify yourself and others
- Do not approach a service animal unless invited

SAY: A PERSON WHO DOES NOT USE SPEECH OR A PERSON WHO HAS A SPEECH IMPAIRMENT
INSTEAD OF: A MUTE

- Listen attentively when talking with people who have difficulty speaking and wait for them to finish.
- If necessary, ask short questions that require short answers or a nod of the head.
- Never pretend to understand; instead repeat what you have understood and allow the person to respond.
- When necessary ask if they are willing to use a pen and paper

A FEW OTHERS:

- Say: Person with an intellectual or cognitive disAbility
 - Instead of: The retarded; mentally retarded
- Say: She is a person with autism or a diagnosis of autism
 - Instead of: She's autistic
- Say: He is a person with a mental health diagnosis
 - Instead of: He's emotionally disturbed or mentally ill
- Say: He is a student in the Exceptional Children's Program
 - Instead of: He's in special Ed
- Say: He is a person with a brain injury
 - Instead of: He is brain damaged
- Say: Children without disabilities
 - Instead of: Normal or healthy kids

RELAX.....

Don't be embarrassed if you happen to use common expressions such as "see you later," or "did you hear about this?" that seems to relate to a person's disability

INTERVIEWING PERSONS WITH DISABILITIES TRUE OR FALSE?

- Person w/hearing loss needs an Interpreter for interview, will need while on the job.
- A handshake can tell you a lot about a person.
- If I hire a person w/ a disability 'it'll cost me', could become a financial burden for my company.
- Other employees could become uncomfortable and their work could be negatively impacted.
- Individuals' w/disabilities do not have the skills/necessary skills/education to work here.

VIDEO CLIP: AT YOUR SERVICE

- http://www.adahospitality.org/at-your-service?qt-at_your_service_video_block=o#qt-at_your_service_video_block

HELPFUL RESOURCES

Information Relevant to ADA Title 1

- JAN (Job Accommodation Network)
- ADA
- ASKearn
- DOL
- WhatCanYouDoCampaign.org
- ODEP
- North Carolina Assistive Technology Program